

Contractual web content management Framework

1. Purpose

This framework provides information to Department for Child Protection (DCP) staff and external agencies about the consultation process for changes to service provision requirements and service specification content published on the [Service Provider area of DCP's website](#) and referenced in service agreements.

Out of Home Care services provided by Non-Government Organisations (NGOs) are delivered under a Goods and Services (G&S) agreement or a Not-for-Profit (NFP) funded services agreement. In addition to standard terms and conditions and special conditions, which apply across government, the agreements also specify service specifications and service provision requirements that the parties must comply with to meet the terms of the agreement.

Service specifications set out the program requirements as to how services must be delivered by Out of Home Care service providers. These are the requirements necessary to ensure quality safe care is provided to children and young people under the guardianship or custody of the DCP Chief Executive or other order or authority.

Service provision requirements provide sources of reference as to how an element of a service could be delivered to ensure quality safe care is provided to the child or young person. These may describe legislative or statutory requirements, best practice standards or points of reference that provide guidance for service delivery.

The service specifications and service provision requirements that are publically available on the [service provider area](#) of DCP's website and hyperlinked within the agreements, ensure:

- consistency between same or similar service types
- expectations are clearly defined, accurate, centrally located, up to date and readily available for use by DCP staff and service providers
- collaboration or improvement efforts can happen on a sector wide level as requirements are universally known and shared.

2. Scope

This framework applies to any changes to service specification and/or service provision requirements published on DCP's website.

This framework provides guidance regarding:

- drivers for content change
- stakeholder engagement process and mechanisms
- contractual implications and mechanisms.

This framework does not apply to changes to content included within the agreement.

3. Authority

3.1 Legislative content

Not applicable.

3.2 Whole of Government requirements

Not applicable.

3.3 DCP requirements

Management of service provider area of the DCP website Procedure.

4. Framework requirements

4.1 Drivers for content change

There are two types of change that may drive the need to review, amend, or retire service specification or service provision requirements published on DCP's website.

4.1.1 Mandated change

Mandated changes are those that if not complied with, will cause a compliance breach in either legislation, standards, statutory requirements or regulations.

Mandated changes generally have specific requirements that may be outside of the control or influence of DCP. This may include:

- implementation or compliance timeframes
- the manner in which services are provided
- machinery of government changes.

DCP will notify service providers as soon as practicable in accordance with the notification and consultation principles in the event of mandated changes.

4.1.2 Opportunity for improvement

Service provision requirements and/or service specifications should be reviewed and updated periodically to ensure services are best placed to meet the needs of children and young people in care.

Opportunities for improvement may be identified as part of commissioning related activities, such as but not limited to:

- review and analysis of client experience, current and future needs, and demographics
- review and analysis of market capability and capacity to meet the current and future needs of children and young people in care
- review and evaluation of services to best meet needs of children and young people in care
- service development including service specifications and service provision requirements.

Opportunities for improvement may be identified as part of contract management activities such as but not limited to:

- performance reviews and discussions
- issue and risk management
- contract and service reviews.

At a contract level, this information is used to ensure the right agreement and funding is in place. At a sector level, this information can be used to inform service development.

Opportunities for improvement may result in a change to service delivery or a technical change.

4.1.3 Change to service delivery

In the event that an opportunity for improvement review recommends a change to service provider responsibilities under the service provision requirements or service specifications this will be classified as a change to service delivery. DCP will notify and consult with service providers in accordance with the processes and mechanisms outlined in the notification and consultation principles.

4.1.4 Technical changes

In the event that an opportunity for improvement review recommends a change to the DCP website that does not impact on service provider responsibilities this will be classified as a technical change. Technical changes may include, but are not limited to:

- formatting changes (for example changes to corporate branding, style, or web platforms)
- spelling or grammar corrections
- contact name or information change (for example DCP business unit name, email, or phone number)
- correction of broken or out of date hyperlinks
- update to information as a result of a change in financial year (for example respite rates, templates)
- changes to DCP practice, policy, process, or definitions of a service that do not result in an impact to service provider responsibilities.

4.2 Notification and consultation procedure

4.2.1 Levels of engagement

DCP is committed to meeting the levels of engagement described below for each type of change. The mechanisms used may differ depending on the complexity of the change.

Type of change	Level of engagement	Desired outcome	Engagement mechanisms
Mandated change	Inform and involve	Present information and provide opportunity to seek clarification.	<p>Publishing of communication through a formal letter, on DCP website, in sector communications, and/or in social or print media.</p> <p>Sector briefings, workshops, or other opportunities to provide information and seek clarifications may be used for complex changes.</p>

Type of change	Level of engagement	Desired outcome	Engagement mechanisms
Change to service delivery	Inform, consult, and acceptance of changes	Seek feedback from stakeholders on proposed changes.	<p>Opportunity to provide feedback on the proposed change via sector briefing, workshop, feedback tools, or survey.</p> <p>Consultation opportunities sent via email will be easily identified and include the impact and complexity rating of each change.</p> <p>DCP will provide feedback on how stakeholder input influenced the decision.</p> <p>DCP will request acceptance of finalised change from the service provider.</p> <p>These mechanisms may occur individually or at the same time depending on the complexity of the change.</p>
Technical change	Inform	Notify stakeholders	Publishing of communication on DCP website and notifying affected stakeholders via sector communications.

4.2.2 Notification periods

Notification period is the timeframe in which DCP will provide service providers with information about the change. The notification period is only relevant for mandated and technical changes where there is no requirement for consultation.

Type of change	Indicative timeframe
Mandated change	As soon as practical and authorised to do so (for example when relevant governing authority has approved release of announcement).
Technical change	As per existing communication schedule (for example included in the next sector newsletter or email update).

4.2.3 Consultation periods

The consultation period is the timeframe in which DCP will notify service providers of the proposed changes and seek feedback. The consultation period is dependent on the complexity and type of change. The consultation period may end early if DCP has received feedback from every service provider affected by the change or as negotiated between DCP and the affected service providers.

Type of change	Indicative timeframe			
Change to service delivery	Low impact or complexity	Medium impact or complexity	High impact or complexity	Extreme impact or complexity
	7-14 days	15-30 days	4-6 weeks	6+ weeks



4.2.4 Impact and Complexity

DCP will determine timeframes for consultation based on the impact and complexity as per the matrix below.

		Complexity			
		Low (Easy to implement)	Medium (Implementation effort will be moderate, may require tools/reference material to support)	High (Hard to implement, will require tools, reference material, resources and/or coaching to support)	Critical (Difficult to implement must have tools, reference material, resources (\$ or people) and/or coaching to support)
Impact	Critical (Change in scope of service and/or resources required to deliver almost certain)	MEDIUM (15-30 days notice period)	HIGH (4-6 weeks notice period)	EXTREME (>6 weeks notice period)	EXTREME (>6 weeks notice period)
	High (Change in scope of service and/or resources required to deliver likely)	MEDIUM (15-30 days notice period)	HIGH (4-6 weeks notice period)	HIGH (4-6 weeks notice period)	EXTREME (>6 weeks notice period)
	Medium (Change in scope of service and/or resources required to deliver unlikely - possible)	MEDIUM (15-30 days notice period)	MEDIUM (15-30 days notice period)	HIGH (4-6 weeks notice period)	HIGH (4-6 weeks notice period)
	Low (No change in scope of service and/or resources expected)	LOW (7-14 days notice period)	LOW (7-14 days notice period)	MEDIUM (15-30 days notice period)	MEDIUM (15-30 days notice period)

4.3 Contract implications and mechanisms

4.3.1 Acceptance process

DCP will request acceptance of finalised changes from the affected service providers when undertaking changes to service delivery. This process will include:

- DCP will provide an opportunity for service providers to provide feedback on the proposed change via sector briefing, workshop, feedback tools, or survey
- DCP will provide feedback to service providers about how stakeholder input influenced the final changes
- DCP will request acceptance of finalised change from an authorised person within the service provider organisation
- authorised person from the service provider organisation will advise acceptance or rejection of changes
- feedback and acceptance may occur separately or at the same time depending on the complexity of the change
- DCP will publish the change and notify stakeholders of the publication once acceptance from all affected service providers has been received.
- Where a service provider has not accepted the changes, DCP will work with the individual service provider to negotiate an agreed outcome based on their feedback received during the consultation period and their reason for not accepting the changes.

4.3.2 Implementation timeframes

Implementation timeframes will be provided to service providers during the consultation period. DCP will be open to negotiating implementation timeframes on a case-by-case basis. This may not be possible for mandated changes that are a result of legislative or regulation requirements.

4.3.3 Formal variation

In the event any agreed change requires a formal variation to the funded services, DCP may enact provisions within:

- Not-for-Profit (NFP) Funded Services Agreement, Attachment 2 Standard Terms and Conditions, Clause 5 Service Variation and/or Clause 33 Modifications of the Agreement; or
- Goods and Services Agreement, Attachment 2 Standard Terms and Conditions, Clause 8 Service Variation and/or Clause 27 Modifications of the Agreement.

4.3.4 Publication and version control

All service specification and service provision requirements content published on the service provider area of DCP's website will include version control information such as last date updated.

DCP will publish an annual report illustrating version currency and change history of service specification and service provision requirements published on the DCP website and referenced in the agreement.

5. Compliance, monitoring and evaluation.

As part of the Policy Governance Framework, this document will be reviewed and updated by Finance and Corporate Services in accordance with the review date shown at 'Document Control'.

6. Glossary

Term	Meaning
Service provider	A Non-Government Organisation (NGO) supplying services to DCP under a Goods and Services agreement or Not-for-Profit (NFP) funded agreement.
Goods and services agreement	Contractual instrument used for fee for service arrangements (in arrears), whereby invoices are: <ul style="list-style-type: none"> - created and produced by the service provider - assessed and approved once the service has been provided, no financial acquittals required.
Not-for-Profit (NFP) funded agreement	Contract instrument used for block funded arrangements (in advance), whereby: <ul style="list-style-type: none"> - the service provider is provided with funding quarterly in advance to establish and maintain adequate funding to cover the cost of service provision - requires more quarterly reporting in order to ensure reconciliation of public money

Term	Meaning
	<p>provided, against money spent and services provided</p> <ul style="list-style-type: none"> - quarterly payments are scheduled as per the contract (on or before the 1st of the quarter) - recipient Created Tax Invoice (RCTI) produced by DCP to trigger payments.
Service provision requirements	Provide sources of reference as to how an element of a service could be delivered to ensure quality safe care is provided to the child or young person. These may describe legislative or statutory requirements, best practice standards or points of reference that provide guidance for service delivery.
Service specifications	Set out the program requirements as to how services must be delivered by Out of Home Care service providers. These are the requirements necessary to ensure quality safe care is provided to children and young people under the guardianship or custody of the Department for Child Protection (DCP) Chief Executive or other order or authority.

Document control

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